

HelloSign Electronic Signature FAQ

What is HelloSign?

HelloSign is an electronic signature program that allows multiple users to sign the same document in a sequence. HelloSign works with Google apps, including Gmail. For more information on this tool, visit the HelloSign website: <https://www.hellosign.com/info/tour>.

Why are we using it this year?

HelloSign allows Divisions to track signatures easily and streamlines the signature process. Employees and supervisors can sign their documents from remote locations. HelloSign was first introduced Laboratory-wide in FY16, after a successful pilot program in FY15. Survey results and Division feedback indicated it is a helpful tool for Divisions.

How do I sign?

After the review discussion is complete, supervisors will initiate the process by logging into pmp.lbl.gov and clicking the option to send to the employee for signature. The employee will receive an email in his/her inbox with a button that takes the employee directly to the document to sign it. Once the employee has signed the document, the supervisor receives an email with a button link to sign the document. Both the supervisor and employee will receive a copy of the document in their email when they have signed the document.

What should I look for in my email in order to sign?

For employees, look for an email with the subject line, "Please sign [your name]'s performance review - Signature requested by Performance Management Process Team." For supervisors, the same subject line is used, "Signature requested by Performance Management Process Team."

Is there a security risk with HelloSign?

HelloSign uses an SSL encryption, the same as used by banks. For more information, visit their website: <https://www.hellosign.com/info/security>

How does HR know it's my signature being used?

Each user has a unique login through their Laboratory gmail account, LDAP credentials. The signed document keeps a record of each user who has signed.

Do I have to use my actual signature?

No, you can simply type your name or upload a picture instead. This is a good option if you are not comfortable with using your actual handwritten signature.

Can't anyone type my name or upload a picture? How will HR know it was me who signed it by typing it or uploading a picture?

Each signed document has a record of the users who signed, by their email address. Internal Audit has verified that it is safe to type your name or upload a picture for your identification.

Can I comment when I sign my review?

When the employees goes to sign the review, the signature page has a box where they can write comments. This will serve as the employee comment box of the review form and is included in the printed version of review that is eventually stored in personnel file.

Can I decline to sign?

Yes, there is an option to decline signing your review. The review will still move forward in the process and be marked as complete once your supervisor signs the review.

Can I sign on paper instead?

HelloSign is being used Laboratory-wide as the only option for signing an annual performance review.